

DECE Division of Early Care and Education	STATE OF WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES	
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	Originating Bureau: Child Care Administration	
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CHILD CARE POLICY QUESTIONS FROM COUNTIES AND TRIBES

To: Local Child Care Administrative Agencies
Subject: New procedures for obtaining answers to Wisconsin Shares policy questions.
Purpose: Directing agencies to contact their Regional Child Care Coordinator with child care policy questions.
Date: July 6, 2012

This Technical Assistance Memo applies to all county and tribal local agencies except Milwaukee County.

Effective with the publication of this document, county and tribal Child Care Coordinators should contact their Regional Child Care Coordinators with questions about child care policy and/or unusual case situations. Contact information for the Bureau of Regional Operations (BRO) Child Care Coordinators is available online at http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf. Although e-mail contacts are preferred, county and tribal Child Care Coordinators may also contact their BRO Regional Child Care Coordinator by phone.

There are three exceptions to this procedure. The following inquiries should still be directed to the DECE Child Care Help Desk (Help Desk) at childcare@wisconsin.gov or 608-264-1657:

- Six-Month Report Forms (SMRF) issues
- Other CARES/CWW processing problems
- Other child care system processing problems (CSAW, CCPI, etc.)

Questions about WISCCRS system processing problems should continue to go to Pirkko Moilanen at Pirkko.moilanen@wisconsin.gov or 608-422-6132.

Information Needed by BRO and DECE

The following information must be provided with each inquiry, whether sent to the BRO Regional Child Care Coordinator or the Help Desk, and whether asked via e-mail or telephone:

- Worker Name, *Direct-Line* Phone Number, E-mail Address
- County or Tribe
- CARES Case Number
- General Statement of Subject (for example, Self-employment question)
- Question or detailed description of the problem (no “hypothetical scenarios,” please).

Responses will be via e-mail or by phone. DECE and BRO are committed to responding to worker inquiries promptly. Every effort will be made to respond within two to five business days unless the question requires additional research or policy development. If further research is needed, the assigned Regional Child Care Coordinator will contact the local agency within two to five business days to advise that resolution will take longer.

Use of Available Resources

Child care workers must have access to and use materials published on the [DECE Wisconsin Shares website](#). Frequently, the DECE Help Desk and BRO staff receive inquiries about information that is readily available online in published materials. Every effort should be made to obtain answers by consulting with local child care coordinators and supervisors, and by checking online resources before posing the question to the BRO Regional Child Care Coordinator. BRO staff may direct the local agency to published material on the web, rather than responding to the specific question, if appropriate.

Provider Calls

Local agencies should respond to provider questions, including questions about payments and payment rates. Providers should not be redirected to the BRO Regional Coordinator or to the DECE Help Desk. If the local worker is unable to respond to a provider question, the local Child Care Coordinator may contact the BRO Regional Child Care Coordinator for assistance with policy questions or the DECE Help Desk for assistance with system issues.

ACTIONS REQUIRED:

Effective immediately, requests for child care policy guidance and unusual case-specific questions should be directed to BRO Regional Child Care Coordinators. Questions regarding SMRFs or other child care system problems should continue to be directed to the DECE Help Desk. Agency directors and supervisors should encourage child care workers to consult internal and online resources to answer routine questions. Questions will be answered by BRO whenever the policy materials are not available, or when unique case circumstances require special consideration.

DECE and BRO thank local child care coordinators and workers for your cooperation.

RESOURCES:

The Wisconsin Shares website (<http://dcf.wisconsin.gov/childcare/wishares/default.htm>) - provides links to the Child Care Policy Manual; DECE Operations Memos, Administrators Memos, and Technical Assistance Memos; and other Partner Resources.

CONTACTS:

BRO Regional Child Care Coordinators: Contact information for each region is available at http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf.

DECE Child Care Help Desk: childcare@wisconsin.gov or (608) 264-1657 (SMRF and CARES/CWW/CSAW/CCPI questions only).